

Compiled Customer Survey Results for Summer 2003 Portland Harbor Newsletter
From 12 responses received as of 8/29/2003

1. This newsletter was: **Too long 0, About right 11, Too short 1**
2. On a scale of 1 (hard) – 6 (easy), was this newsletter easy to read? **Avg. 5.08**
3. On a scale of 1 (hard) – 6 (easy), was this newsletter easy to understand? **Avg. 5.04**
4. How important would the following items be in making our newsletters more useful to you? 1 (not important) – 6 (extremely important)
 - a. More maps and/or photos **Avg. 4.75** (Very important)
 - b. More detail bout current activities **Avg. 5.42** (Extremely important)
 - c. Schedule of up-coming activities **Avg. 5.25** (Extremely important)
 - d. Telling me how I can get involved **Avg. 3.75** (Somewhat important)

Do you have other suggestions?

Include some spotlight articles on citizen volunteers to recognize them and keep them motivated to stay involved in the long process of cleanup activities.

I like all the link to web sites and the e-mail addresses.

Thanks for the updates

Not all that informative. You are too light on details. What are some of the “minor” activities? Is EPA currently reviewing the on-going upland cleanups? What about EPA’s decisions/opinions/proposed rulings?

Please provide more detail about EPA’s response to the work plan. Citizens need to know if the LWG is doing a good job and where the problems lie.

This is written for 6th graders. White it for interested adults please. Thanks.

Maps, but no photos (too much space and push facts aside for emotion). Specific schedule of upcoming events with location directions, 6 weeks prior to meetings.

Send letters every month.



Lady -

These are The
Portland Harbor
Survey responses -
plus TAG info.
from Kathy; will
send more when
we get them. Ellie

* Summary *



Portland Harbor

Customer Survey



Summer 2003

EPA would like know if the information we send is valuable to you. Please take a moment to answer the following questions. Circle the answer that seems closest to your views. When you have finished, fold the page so the EPA address is showing, tape it closed, add postage, and mail it back to us. If you would prefer to e-mail your comments, send them to: smith.judy@epa.gov.

1) This newsletter was: too long about right too short

1 ~~||||~~ ~~||||~~

1

2) On a scale of 1-6, was this newsletter easy to read?

Hard to Read

Somewhat Easy

Very Easy to Read

1

2

3

4

5

6

1

1

||||

||||

24
30
7

5.08

3) On a scale of 1-6, was this newsletter easy to understand?

Hard to Understand

Somewhat Easy

Very Easy to Understand

1

2

3

4

5

6

|||

||||

5 1/2

||||

25.5
18
25

5.04

4) How important would the following items be in making our newsletters more useful to you?

a) More maps and/or photos

Not important

Somewhat

Extremely Important

1

2

3

4

5

6

1

1

||||

||||

24
25
8

4.75

b) More detail about current activities

Not Important

Somewhat

Extremely Important

1

2

3

4

5

6

1

||

||

||||

42
10
8
5

65

c) Schedule of up-coming activities

Not Important

Somewhat

Extremely Important

1

2

3

4

5

6

1

1

||||

||||

36
20
7
63

63

d) Telling me how I can get involved

Not Important

Somewhat

Extremely Important

1

2

3

4

5

6

1

1

||

||||

1

||

12
24
6
45

45

Do you have other suggestions? _____

Thank you for taking the time to fill out this survey. We appreciate it!



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101

Place 37-cent
Postage Here

U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101



Customer Survey

Summer 2003

EPA would like know if the information we send is valuable to you. Please take a moment to answer the following questions. Circle the answer that seems closest to your views. When you have finished, fold the page so the EPA address is showing, tape it closed, add postage, and mail it back to us. If you would prefer to e-mail your comments, send them to: smith.judy@epa.gov.

1) This newsletter was: too long about right too short

2) On a scale of 1-6, was this newsletter easy to read?

Hard to Read

1

2

3

Somewhat Easy

4

5

Very Easy to Read

6

3) On a scale of 1-6, was this newsletter easy to understand?

Hard to Understand

1

3

Somewhat Easy

4

5

Very Easy to Understand

6

4) How important would the following items be in making our newsletters more useful to you?

a) More maps and/or photos

Not important

1

2

3

Somewhat

4

5

Extremely Important

6

b) More detail about current activities

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

c) Schedule of up-coming activities

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

d) Telling me how I can get involved

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

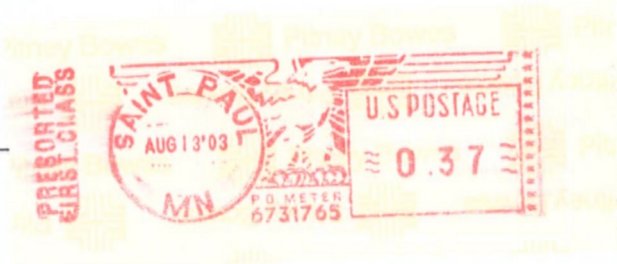
I work in MW.

Do you have other suggestions? *include some spot light articles on citizen volunteers to recognize them and keep them motivated to stay involved in the long process of clean-up activities.*

Thank you for taking the time to fill out this survey. We appreciate it!



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101

98101+3188 58





Portland Harbor

Customer Survey

Summer 2003

EPA would like know if the information we send is valuable to you. Please take a moment to answer the following questions. Circle the answer that seems closest to your views. When you have finished, fold the page so the EPA address is showing, tape it closed, add postage, and mail it back to us. If you would prefer to e-mail your comments, send them to: smith.judy@epa.gov.

1) This newsletter was: too long about right too short

2) On a scale of 1-6, was this newsletter easy to read?

Hard to Read

1

2

3

Somewhat Easy

4

5

Very Easy to Read

6

3) On a scale of 1-6, was this newsletter easy to understand?

Hard to Understand

1

2

3

Somewhat Easy

4

5

Very Easy to Understand

6

4) How important would the following items be in making our newsletters more useful to you?

a) More maps and/or photos

Not important

1

2

3

Somewhat

4

5

Extremely Important

6

b) More detail about current activities

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

c) Schedule of up-coming activities

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

d) Telling me how I can get involved

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

Do you have other suggestions? _____

Thank you for taking the time to fill out this survey. We appreciate it!



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101

98101/3122





Customer Survey

Summer 2003

EPA would like know if the information we send is valuable to you. Please take a moment to answer the following questions. Circle the answer that seems closest to your views. When you have finished, fold the page so the EPA address is showing, tape it closed, add postage, and mail it back to us. If you would prefer to e-mail your comments, send them to: smith.judy@epa.gov.

1) This newsletter was: too long about right too short

2) On a scale of 1-6, was this newsletter easy to read?

Hard to Read 1 2 3 4 5 6 *Very Easy to Read*

3) On a scale of 1-6, was this newsletter easy to understand?

Hard to Understand 1 2 3 4 5 6 *Very Easy to Understand*

4) How important would the following items be in making our newsletters more useful to you?

a) More maps and/or photos

Not Important 1 2 3 4 5 6 *Extremely Important*

b) More detail about current activities

Not Important 1 2 3 4 5 6 *Extremely Important*

c) Schedule of up-coming activities

Not Important 1 2 3 4 5 6 *Extremely Important*

d) Telling me how I can get involved

Not Important 1 2 3 4 5 6 *Extremely Important*

Do you have other suggestions? I like all the links to Web sites and the email addresses.

Thank you for taking the time to fill out this survey. We appreciate it!



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101

98101+3122 3A





Portland Harbor Customer Survey

Summer 2003

EPA would like know if the information we send is valuable to you. Please take a moment to answer the following questions. Circle the answer that seems closest to your views. When you have finished, fold the page so the EPA address is showing, tape it closed, add postage, and mail it back to us. If you would prefer to e-mail your comments, send them to: smith.judy@epa.gov.

1) This newsletter was: too long about right too short

2) On a scale of 1-6, was this newsletter easy to read?

Hard to Read 1 2 3 *Somewhat Easy* 4 5 *Very Easy to Read* 6

3) On a scale of 1-6, was this newsletter easy to understand?

Hard to Understand 1 2 3 *Somewhat Easy* 4 5 *Very Easy to Understand* 6

4) How important would the following items be in making our newsletters more useful to you?

a) More maps and/or photos

Not important 1 2 3 *Somewhat* 4 5 6 *Extremely Important*

b) More detail about current activities

Not Important 1 2 3 *Somewhat* 4 5 *Extremely Important* 6

c) Schedule of up-coming activities

Not Important 1 2 3 *Somewhat* 4 5 *Extremely Important* 6

d) Telling me how I can get involved

Not Important 1 2 3 *Somewhat* 4 5 *Extremely Important* 6

Do you have other suggestions? _____

Thank you for taking the time to fill out this survey. We appreciate it!

Newsletter
did a
fine
job
with
these



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101

Place 37-cent
Postage Here

U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101

98101+2122





Customer Survey

Summer 2003

EPA would like know if the information we send is valuable to you. Please take a moment to answer the following questions. Circle the answer that seems closest to your views. When you have finished, fold the page so the EPA address is showing, tape it closed, add postage, and mail it back to us. If you would prefer to e-mail your comments, send them to: smith.judy@epa.gov.

1) This newsletter was: too long about right too short

2) On a scale of 1-6, was this newsletter easy to read?

Hard to Read

Somewhat Easy

Very Easy to Read

1

2

3

4

5

6

3) On a scale of 1-6, was this newsletter easy to understand?

Hard to Understand

Somewhat Easy

Very Easy to Understand

1

2

3

4

5

6

4) How important would the following items be in making our newsletters more useful to you?

a) More maps and/or photos

Not important

Somewhat

Extremely Important

1

2

3

4

5

6

b) More detail about current activities

Not Important

Somewhat

Extremely Important

1

2

3

4

5

6

c) Schedule of up-coming activities

Not Important

Somewhat

Extremely Important

1

2

3

4

5

6

d) Telling me how I can get involved

Not Important

Somewhat

Extremely Important

1

2

3

4

5

6

Do you have other suggestions? _____

THANKS FOR THE UPDATES!

Thank you for taking the time to fill out this survey. We appreciate it!



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101

PRESORTED
FIRST CLASS



UNITED STATES POSTAGE
The logo of the United States Postal Service, featuring an eagle with wings spread.

\$ 00.35²

02 1A
0004318392 AUG 20 2003
MAILED FROM ZIP CODE 63301

U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101



Customer Survey

Summer 2003

EPA would like know if the information we send is valuable to you. Please take a moment to answer the following questions. Circle the answer that seems closest to your views. When you have finished, fold the page so the EPA address is showing, tape it closed, add postage, and mail it back to us. If you would prefer to e-mail your comments, send them to: smith.judy@epa.gov.

1) This newsletter was: too long about right too short

2) On a scale of 1-6, was this newsletter easy to read?

Hard to Read Somewhat Easy Very Easy to Read
1 2 3 4 5 6

3) On a scale of 1-6, was this newsletter easy to understand?

Hard to Understand Somewhat Easy Very Easy to Understand
1 2 3 4 5 6

4) How important would the following items be in making our newsletters more useful to you?

a) More maps and/or photos

Not important Somewhat Extremely Important
1 2 3 4 5 6

b) More detail about current activities

Not Important Somewhat Extremely Important
1 2 3 4 5 6

c) Schedule of up-coming activities

Not Important Somewhat Extremely Important
1 2 3 4 5 6

d) Telling me how I can get involved

Not Important Somewhat Extremely Important
1 2 3 4 5 6

Do you have other suggestions?

Not all that informative! You are too light on details. What are some of the 'minor' activities? Is EPA currently reviewing the on-going upland cleanups? Thank you for taking the time to fill out this survey. We appreciate it! What about EPA's decisions/opinions/proposed rulings?



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101





Customer Survey

Summer 2003

EPA would like know if the information we send is valuable to you. Please take a moment to answer the following questions. Circle the answer that seems closest to your views. When you have finished, fold the page so the EPA address is showing, tape it closed, add postage, and mail it back to us. If you would prefer to e-mail your comments, send them to: smith.judy@epa.gov.

1) This newsletter was: too long about right too short

2) On a scale of 1-6, was this newsletter easy to read?

Hard to Read

1

2

3

Somewhat Easy

4

5

Very Easy to Read

6 (Too easy)

3) On a scale of 1-6, was this newsletter easy to understand?

Hard to Understand

1

2

3

Somewhat Easy

4

5

Very Easy to Understand

6

4) How important would the following items be in making our newsletters more useful to you?

a) More maps and/or photos

Not important

1

2

3

Somewhat

4

5

Extremely Important

6

b) More detail about current activities

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

c) Schedule of up-coming activities

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

d) Telling me how I can get involved

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

Do you have other suggestions? This is written for 6th graders. Write it for interested adults please.
Thank you for taking the time to fill out this survey. We appreciate it! Thanks



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101



Customer Survey

Summer 2003

EPA would like to know if the information we send is valuable to you. Please take a moment to answer the following questions. Circle the answer that seems closest to your views. When you have finished, fold the page so the EPA address is showing, tape it closed, add postage, and mail it back to us. If you would prefer to e-mail your comments, send them to: smith.judy@epa.gov.

1) This newsletter was: too long about right too short

2) On a scale of 1-6, was this newsletter easy to read?

Hard to Read

1

2

3

Somewhat Easy

4

5

Very Easy to Read

6

3) On a scale of 1-6, was this newsletter easy to understand?

Hard to Understand

1

2

3

Somewhat Easy

4

5

Very Easy to Understand

6

4) How important would the following items be in making our newsletters more useful to you?

a) More maps and/or photos

Not important

1

2

3

Somewhat

4

5

Extremely Important

6

b) More detail about current activities

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

c) Schedule of up-coming activities

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

d) Telling me how I can get involved

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

Do you have other suggestions? _____

Thank you for taking the time to fill out this survey. We appreciate it!



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101

Place 37-cent
Postage Here

U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101

3B101+3123





Customer Survey

Summer 2003

EPA would like know if the information we send is valuable to you. Please take a moment to answer the following questions. Circle the answer that seems closest to your views. When you have finished, fold the page so the EPA address is showing, tape it closed, add postage, and mail it back to us. If you would prefer to e-mail your comments, send them to: smith.judy@epa.gov.

1) This newsletter was: too long about right too short

2) On a scale of 1-6, was this newsletter easy to read?

Hard to Read

1

2

3

Somewhat Easy

4

5

Very Easy to Read

6

3) On a scale of 1-6, was this newsletter easy to understand?

Hard to Understand

1

2

3

Somewhat Easy

4

Very Easy to Understand

5

6

4) How important would the following items be in making our newsletters more useful to you?

a) More maps and/or photos

Not important

1

2

3

Somewhat

4

5

Extremely Important

6

b) More detail about current activities

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

c) Schedule of up-coming activities

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

d) Telling me how I can get involved

Not Important

1

2

3

Somewhat

4

Extremely Important

5

Emotion

too much space and push facts aside for

Do you have other suggestions? Maps but no photos - specific schedule of upcoming events w/ location, duration, contact prior to meetings

Thank you for taking the time to fill out this survey. We appreciate it!



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101



Customer Survey

Summer 2003

EPA would like know if the information we send is valuable to you. Please take a moment to answer the following questions. Circle the answer that seems closest to your views. When you have finished, fold the page so the EPA address is showing, tape it closed, add postage, and mail it back to us. If you would prefer to e-mail your comments, send them to: smith.judy@epa.gov.

1) This newsletter was: too long about right too short

2) On a scale of 1-6, was this newsletter easy to read?

Hard to Read

1

2

3

Somewhat Easy

4

5

Very Easy to Read

6

3) On a scale of 1-6, was this newsletter easy to understand?

Hard to Understand

1

2

3

Somewhat Easy

4

5

Very Easy to Understand

6

4) How important would the following items be in making our newsletters more useful to you?

a) More maps and/or photos

Not important

1

2

3

Somewhat

4

5

Extremely Important

6

b) More detail about current activities

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

c) Schedule of up-coming activities

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

d) Telling me how I can get involved

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

Do you have other suggestions? _____

Thank you for taking the time to fill out this survey. We appreciate it!



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101



98101+3123





Portland Harbor

Customer Survey

Summer 2003

EPA would like to know if the information we send is valuable to you. Please take a moment to answer the following questions. Circle the answer that seems closest to your views. When you have finished, fold the page so the EPA address is showing, tape it closed, add postage, and mail it back to us. If you would prefer to e-mail your comments, send them to: smith.judy@epa.gov.

1) This newsletter was: too long about right too short

2) On a scale of 1-6, was this newsletter easy to read?

Hard to Read

1

2

3

Somewhat Easy

4

5

Very Easy to Read

6

3) On a scale of 1-6, was this newsletter easy to understand?

Hard to Understand

1

2

3

Somewhat Easy

4

5

Very Easy to Understand

6

4) How important would the following items be in making our newsletters more useful to you?

a) More maps and/or photos

Not important

1

2

3

Somewhat

4

5

Extremely Important

6

b) More detail about current activities

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

c) Schedule of up-coming activities

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

d) Telling me how I can get involved

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

Do you have other suggestions?

send letters every month.

Thank you for taking the time to fill out this survey. We appreciate it!



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101





Customer Survey

Summer 2003

EPA would like know if the information we send is valuable to you. Please take a moment to answer the following questions. Circle the answer that seems closest to your views. When you have finished, fold the page so the EPA address is showing, tape it closed, add postage, and mail it back to us. If you would prefer to e-mail your comments, send them to: smith.judy@epa.gov.

1) This newsletter was: too long about right too short

2) On a scale of 1-6, was this newsletter easy to read?

Hard to Read 1 2 3 *Somewhat Easy* 4 5 *Very Easy to Read* 6

3) On a scale of 1-6, was this newsletter easy to understand?

Hard to Understand 1 ~~2~~ 3 *Somewhat Easy* 4 5 *Very Easy to Understand* 6

4) How important would the following items be in making our newsletters more useful to you?

a) More maps and/or photos

Not important 1 2 3 *Somewhat* 4 5 *Extremely Important* 6

b) More detail about current activities

Not Important 1 2 3 *Somewhat* 4 5 *Extremely Important* 6

c) Schedule of up-coming activities

Not Important 1 2 3 *Somewhat* 4 5 *Extremely Important* 6

d) Telling me how I can get involved

Not Important 1 2 3 *Somewhat* 4 5 *Extremely Important* 6

Do you have other suggestions? _____

Thank you for taking the time to fill out this survey. We appreciate it!



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101

Place 37-cent
Postage Here

U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101

98101+3122 |||||





Portland Harbor

Customer Survey

Summer 2003

EPA would like know if the information we send is valuable to you. Please take a moment to answer the following questions. Circle the answer that seems closest to your views. When you have finished, fold the page so the EPA address is showing, tape it closed, add postage, and mail it back to us. If you would prefer to e-mail your comments, send them to: smith.judy@epa.gov.

1) This newsletter was: too long about right too short

2) On a scale of 1-6, was this newsletter easy to read?

Hard to Read

1

2

3

Somewhat Easy

4

5

Very Easy to Read

6

3) On a scale of 1-6, was this newsletter easy to understand?

Hard to Understand

1

2

3

Somewhat Easy

4

5

Very Easy to Understand

6

4) How important would the following items be in making our newsletters more useful to you?

a) More maps and/or photos

Not important

1

2

3

Somewhat

4

5

Extremely Important

6

b) More detail about current activities

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

c) Schedule of up-coming activities

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

d) Telling me how I can get involved

Not Important

1

2

3

Somewhat

4

5

Extremely Important

6

Do you have other suggestions?

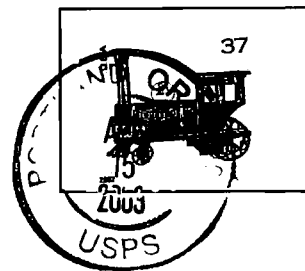
Please provide more detail about EPA's response to the Work plan - citizens need to

Thank you for taking the time to fill out this survey. We appreciate it!

know if the LWG is doing a good job - where problems lie.



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101



U. S. Environmental Protection Agency
1200 6th Ave. ECO-081
Seattle, WA 98101